



# New Orleans Legal Assistance

## CONSUMER ALERT

### Coronavirus (COVID-19)



The Department of Defense is working closely with the Centers for Disease Control and Prevention and the U.S. Department of State to provide support in dealing with the coronavirus disease outbreak.

RLSO SE Legal Assistance's primary goal is to ensure the well-being of the military community, and to assist in legal readiness for the national defense as well as current worldwide military missions as we address COVID-19.

#### Financial Trouble

Federal, state, and local governments are working to respond to the growing public health threat of the coronavirus, or COVID-19. As communities across the country are dealing with an increase in the number of reported cases, many areas may be impacted by the temporary closure of businesses, schools and other public facilities or events, and in some cases, quarantines. While these actions are necessary steps to help reduce exposures, it may bring financial uncertainty for many people who could experience a loss of income due to illness or workplace closures.

If you are experiencing or may soon experience the following situations, there is help already available:

- You have trouble paying your bills or meeting other financial obligations
- You experience a loss of income
- You think you may be targeted by a scammer

#### Resources

*Consumer Finance Protection Bureau*

<https://www.consumerfinance.gov/about-us/blog/protect-yourself-financially-from-impact-of-coronavirus/>

*Legal Assistance* (see contact info below)

#### Legal Assistance

Limited hours and availability due to COVID-19. No walk-ins and only two (2) people allowed in the office at a time (subject to change).

#### Contact Information

RLSO\_SE\_NORL@navy.mil or 504-678-4692

Remote (Telephonic) Appointments:  
Call/email the office for required forms. You must be able to verify your eligibility to be seen.

\*\*\* Individuals exhibiting symptoms will be turned away. \*\*

#### PREVENT: Price Gouging, Scams & Fraud

The Louisiana Governor declared a public health emergency which puts price gouging laws into effect. *What is price gouging?* The increase in prices or value for goods and services that are higher than the prices ordinarily charged for comparable goods and services at or immediately before the time of a state of emergency.

#### Scams

Scammers may attempt to:

- Sell products that are ineffective at preventing the disease and spreading misinformation through social media, and other outlets
- Solicit donations to help coronavirus victims

#### Protect Yourself

- If you suspect price gouging, the Louisiana Attorney General encourages consumers to local Sheriff or District Attorney and to the Attorney General Jeff Landry's Consumer Protection Section at 800-351-4889
- Use trusted sources such as legitimate government websites such as Centers of Disease Control and Prevention and the World Health Organization
- Consult medical professionals for questions about prevention and treatment
- Research before donating; don't reveal personal or financial information
- Avoid clicking on links or attachments in unsolicited emails
- <https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>

#### Prepare Your Household Now

- <https://www.cdc.gov/coronavirus/2019-ncov/prepare/get-your-household-ready-for-COVID-19.html>
- <https://www.usa.gov/coronavirus>